



AUTO REPAIR & SMOG CHECK NEWS

Volume 1, Number 2



October–December 2006



Who's Who in BAR's Twelve Field Offices

SECOND IN A SERIES

A wide range of automotive and managerial experience exists among the managers in 12 Bureau of Automotive Repair (BAR) field offices strategically located around the state. At these local offices, registered Auto Repair Dealers (ARDs) and Smog Check station owners and technicians can find help on a variety of topics. Program representatives can give advice on how to best meet Automotive Repair Act (ARA) requirements, discuss Smog Check Program issues, resolve consumer complaints, and help find solutions for tricky or exceptionally difficult repairs.

Offices are located in Bakersfield, Fresno, Richmond, Sacramento, South San Francisco, and San Jose in the North, and Culver City, Placentia, Riverside, South El Monte, Oceanside/San Diego, and Valencia in the South. BAR field offices are staffed with Program Representatives, all of whom are required to have

journey-level experience in the automotive repair industry, and administrative staff who maintain records and files, prepare reports, and handle inquiries from shops and technicians as well as consumers. Typically, each field office has up to 17 combined auto repair and Smog Check staff assigned to carry out their duties.

While all field office staff work together, each office has a supervisor who handles general automotive repair issues and a supervisor who specializes in Smog Check Program requirements. In this issue, we're featuring the field supervisors in three Northern and three Southern California offices. Personnel from the remaining offices will be featured in the January issue.

Our general automotive repair supervisors featured in this issue are located in the Bakersfield, Fresno, and Richmond field offices in the north and Culver City, Placentia, and Riverside in the southern part of the state.

continued on page 7



What's Inside

AUTO REPAIR

Former BAR Chief Honored2

Calendar3

How to Avoid Complaints.4

Top 10 Reasons Applications
Get Returned5

Summer/Fall Outreach Events . . .6

SMOG CHECK

Luncheon Honors NGET Team . . 11

We Get Questions13

Disciplinary Actions.14

Smog Check Citations.15

Under the Hood.15



Motorists Surprise Smog Check Team

CLEAN CAR PROGRAM

The Rialto 76 automotive repair shop sits at a busy intersection on North Foothill Boulevard in downtown Rialto, a small Southern California city with many low-income residents.

The conscientious and highly-skilled Rialto 76 service team that includes owner Dheeraj Sulakhe, Service Manager Thao Phan, Chief Technician Enrique Salazar, and Service Writer/Spanish Translator Kathleen Salazar, was truly dismayed to find they were on the Bureau of Automotive Repair's (BAR's) Clean Car Program (CCP) D-list.

"We came by and asked them to improve their grade," said BAR Program Representative John Bednorz who began making quarterly visits in the spring to all D-list shops as part of the CCP.

BAR statistics showed that vehicles being repaired at the Rialto 76 were just passing their tests. That meant that



Rialto 76 Team (left to right): Enrique Salazar, Kathleen Salazar, and Thao Phan.

continued on page 9



Former BAR Chief Ross and Staff Honored

State and Consumer Services Agency Secretary Rosario Marin honored former Bureau of Automotive Repair (BAR) Chief Richard Ross for his leadership and 24 other BAR employees for their successful implementation of the Next Generation Electronic Transmission (NGET) Program at a ceremony on September 21 in Sacramento.

"I would like to thank Chief Ross for his dedication to the BAR team that was challenged with implementing this extremely important electronic transmission conversion for which we are extremely grateful," Secretary Marin said.

Ross recently left BAR to accept a position with the California Gambling Control Commission. DCA Chief Deputy Director Sherry Mehl was designated Interim Chief upon his departure.

Governor Arnold Schwarzenegger appointed Ross BAR Chief in July of 2004. Prior to his BAR appointment, he was a member of the California Performance Review's Independent Review Panel on Corrections. Past state service includes Deputy Commissioner at the California Department of Insurance in charge of the Criminal Investigation Branch.

DCA Director Charlene Zettel echoed Secretary Marin's remarks. "Chief Ross has done an exceptional job and achieved outstanding success in several

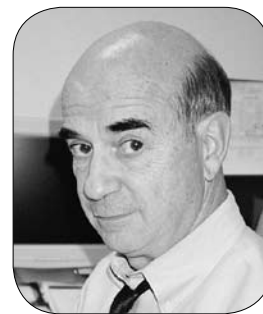
critical areas that the Department and BAR faced over the last two years," she said.

Director Zettel pointed out that in addition to the successful NGET Program launch, under Chief Ross' leadership, several very sensitive enforcement cases were concluded and employee turnover was reduced. He also provided valuable fiscal coordination and management to his counterparts at other boards and bureaus in the Agency and in DCA.

In other personnel changes, James Goldstene, BAR Deputy Chief for Administration, Consumer Assistance Program, and Licensing, and industry Ombudsman Rick Fong have taken positions at other agencies.

James Goldstene has taken a position at the Air Resources Board (ARB). Rick Fong recently accepted a position at DCA's Bureau of Security and Investigative Services (BSIS) which has jurisdiction over private patrol operators, private investigators, alarm company operators, repossession agencies, and locksmiths.

Please see related article on page 3.



Changes to Disciplinary Guidelines Proposed

In a new regulation package currently under review, the Department of Consumer Affairs' Bureau of Automotive Repair (DCA/BAR) is proposing revisions to portions of its Guidelines for Disciplinary Penalties and Terms of Probation currently incorporated in Section 3395.4 of Title 16 of the California Code of Regulations.

The regulations package will incorporate by reference the June 2006 revisions to BAR's Guidelines for Disciplinary Penalties and Terms of Probation, and includes the following changes:

- Removes references to the Notice of Violation (NOV) in Factors in Aggravation in a disciplinary case since BAR no longer issues NOVs.
- Adds a recommended condition of probation under Section III-Standard Terms and Conditions of Probation, for cases in which cost

reimbursement is ordered. Requires cost and expenses of investigations to be paid in full within 30 days. If a hardship exists, a formal written agreement with a payment plan may be devised; however, full payment is required no later than one year from the date of the decision.

- Adds statutes and regulations to Section IV-Penalty Guidelines that were either not included or did not exist when the last revisions were made in May 1997.
- Makes minor editorial, grammatical, and technical changes for clarification.

Public hearings to discuss the proposed revisions to the regulations were held in August. If adopted, the changes could go into effect before the end of the year.





BAR Chief and Deputy Chief Depart

Two of the Bureau of Automotive Repair's (BAR's) top positions became available in August after BAR Chief Richard Ross accepted a position with the California Gambling Control Commission and James Goldstene, BAR Deputy Chief for Administration, Consumer Assistance Program, and Licensing left to take a position with the California Air Resources Board (ARB).

Department of Consumer Affairs (DCA) Deputy Director Sherry Mehl was appointed Chief effective October 2006. Mehl is the first woman to ever assume the role of BAR Chief. A profile of Mehl will appear in the next issue of the *Auto Repair and Smog Check News*.

Governor Arnold Schwarzenegger appointed Ross Chief of BAR in July of 2004. Prior to his appointment, he was a member of the California Performance

Review's Independent Review Panel on Corrections. His past service includes time as Deputy Commissioner at the California Department of Insurance in charge of the Criminal Investigation Branch, and as Special Agent in Charge of the Eastern District for the Federal Bureau of Investigation (FBI).

Goldstene joined BAR in 2003. Prior to that, he held management positions in the Department of Consumer Affairs (DCA) for more than six years, and management and policy positions in the State Treasurer's Office for seven years. He also served as a legislative aide in the State Assembly and a policy aide in the Lieutenant Governor's Office. In addition to state service, he teaches government courses at California State University, Sacramento. At press time, recruitment for Goldstene's former position had also begun.

Cashiering in Field Offices to End

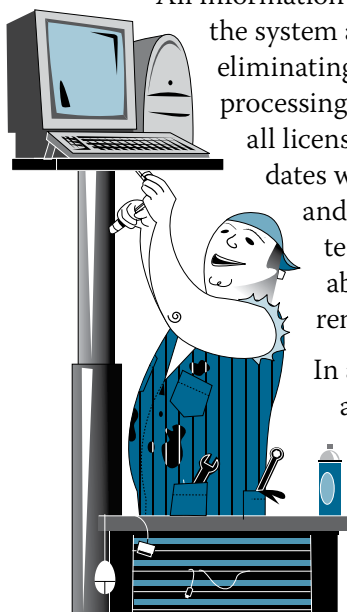
Cashiering in the Bureau of Automotive Repair's (BAR's) field offices will come to an end as BAR moves closer to being integrated into the Department of Consumer Affairs' automated Consumer Affairs System and establishes its new Applicant Tracking System (ATS).

While a date for the conversion to the automated system has not been set, according to Licensing Unit Manager Frenchie Mayugba, much of the new infrastructure is already being put into place.

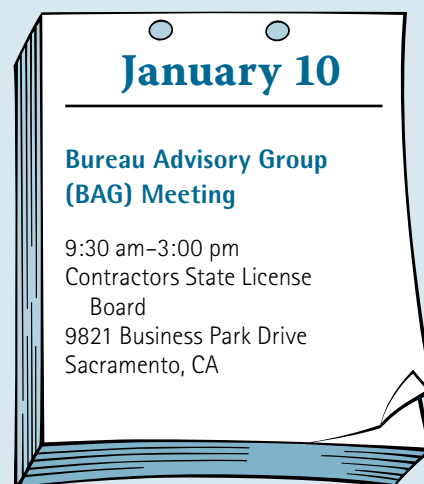
Under the new system, the ATS will electronically track both new and renewing automotive repair applicants.

All information will have to be entered into the system at Sacramento headquarters, eliminating the need for manual processing at field offices. As a result, all license and registration expiration dates will be strictly enforced, and Auto Repair Dealers and technicians will no longer be able to complete last-minute renewals at field offices.

In addition, the sale of lamp and brake certificates and other items at field offices will more than likely be discontinued. Requests for these items will need to be made through the mail.



Calendar





How to Avoid Consumer Complaints: Proper Documentation & Communication

By Stan Nowotenski

LAST IN A SERIES



In our first installment of this series, we discussed the importance of effective communication. Good verbal communication with your customer can foster a tremendous amount of trust—trust that you will address the problems that brought them into your facility, and trust that they will not be surprised with a repair bill beyond what had been authorized.

But this is only half of the story. Your communication with the customer, as we covered in detail in the previous issue, must extend into your repair documentation in order to complete the process effectively, and to assure compliance with the California Automotive Repair Act (ARA). If your repair documentation is confusing to the customer, or is simply incorrect, you may have potentially injured this fragile relationship, and you may not have an opportunity to earn back that customer's trust.

The documentation process begins with the written estimate, continues with documentation of the customer's authorization to perform any additional repairs, and will be completed with the final invoice, which will accurately and completely itemize all service work performed and parts provided.

A single excerpt from the ARA describes one of the Auto Repair Dealer's (ARD's) key responsibilities to the customer, and yet it remains one of the most commonly overlooked regulations, leading to consumer complaints and potential violations of the ARA. Section 9884.9(a) of the ARA states, in part, "The automotive repair dealer shall give to the customer a written estimated price for labor and parts necessary for a specific job. No work shall be done and no charges shall accrue before authorization to proceed is obtained from the customer."

It is the written estimate that defines the specific work an ARD will perform, and at what price. No work may be performed until authorization has been obtained from the customer, and that authorization must be properly documented according to the requirements of the ARA. If you must exceed that authorized amount, due to the need for additional parts or labor for example, the customer must be contacted for authorization.

It will benefit you to properly document this authorization on the work order immediately to avoid inaccuracy. To ensure that accuracy, you must make

note of not only the date and time the authorization was received, but also the phone number called if by phone, the name of the person providing the authorization, what additional work is to be performed, and the additional amount being authorized. It is also advisable to note the revised total amount on the invoice, in addition to verbally reminding the customer that the total includes the original authorized repair as well as the additional service work.

Now that the authorized work has been completed, it is time to generate a final invoice that should explain, in common language, what work has been performed on the customer's vehicle. This should not be looked upon as a burden, but rather as an opportunity to take credit for the hard work you have performed. Remember that your customer is very well aware of how much money they are spending to repair their vehicle, and the only evidence they have of where that money went is in the invoice you generate. If you lump your facility's charges into a brief, non-descriptive statement full of three-letter acronyms, you have not only failed to comply with the ARA, but more importantly, you have forfeited an opportunity to build your customer's faith in the product you provide.

Be proud of the service work you perform, and let your documentation show it. The quality and accuracy of the documentation you provide your customer could very well be the difference between the continuation of the mutually beneficial relationship with your customer, and a severed relationship and a consumer complaint.

This series has highlighted some of the key elements of the ARA, and explained their relevance in maintaining and improving customer satisfaction and reducing the likelihood that your customer will file a consumer complaint. Good communication with your customer, both verbally and through concise documentation, will serve you well in reducing complaints, building customer trust, and preventing violations of the ARA.

Additional and valuable information regarding estimate, authorization, and invoice documentation requirements can be found in the Bureau of Automotive Repair's (BAR's) *Write it Right Guide for the Automotive Repair Dealer*, available from the BAR Mail Room and online at www.autorepair.ca.gov. Contact the mailroom by calling (916) 255-2919 or toll-free at (800) 952-5210.



The Top 10 Reasons Why Applications Get Returned

Even though in the last issue we published Bureau of Automotive Repair (BAR) Licensing Unit Manager Frenchie Mayugba's top-10 list of reasons why licensing and registration applications get returned, there's been no improvement in the rate of returns we have to make. More than half of all applications are still being returned, some for very minor errors or missing information. The Licensing Unit cannot proceed until all the errors are corrected and the missing information is provided.

We are publishing the list once again. Mayugba suggests clipping it out and using it as a guide when submitting an application.

1. Missing Corporate Officers (for corporation applications, the names of President, Secretary, and Treasurer are required). Make sure the names of ALL officers are properly listed.
2. Missing seller's permit number. Double check to make sure you have included the permit number.
3. Missing business address. The actual address where the business is located is required.
4. Missing business telephone number, or listing the same telephone number for the business and home telephone. Make sure that the business phone number is listed.
5. No original signature, or a copy of signature(s) rather than an original is submitted. An original signature is required. Copies are not acceptable.
6. Leaving fields blank on the application. If an item does not apply, write N/A or exempt, especially in Item 9. Do not leave anything blank!
7. Checking sole proprietorship as business type, but listing two persons as owners. A sole proprietorship is a business that is owned by one person. An entry that lists two persons would be a partnership. Be sure to check the type of business that applies to you.
8. No change of ownership date included when purchasing an existing business. List the date you bought the business.

9. Type of ownership not indicated. Your choices are: (1) a sole proprietorship (meaning one person owns the business), (2) a partnership (means two or more people own the business), or (3) a corporation (your business is incorporated). One of these types of ownership must be checked.

10. Unreadable handwriting. Write clearly and carefully when you complete the application so we can read your entries.

Technicians and adjusters also fail to properly complete their applications.

Here are the top eight reasons that smog technician or adjuster applications get held up in processing:

1. Submitting an application for renewal when you have NOT completed the required courses. If you haven't kept a record of your own, check with your instructor to determine which classes you have completed.
2. Update courses not yet entered into the electronic database by instructor. Again, check with your instructor.
3. Sending in renewal fees without an application. Without a completed application, licensing staff have no way of matching the renewal fees to an applicant.
4. Sending in an application without fees. An application cannot be processed without the required fee.
5. Not completing the background questions. All questions must be answered or the application is incomplete.
6. No signature. An original signature is required.
7. Missing telephone number. Telephone numbers are required—and helpful—because licensing staff can call you to help resolve issues with your application or other licensing-related business.
8. Unreadable handwriting. Write clearly and carefully when you are completing your application.

A sample page from the Application for Automotive Repair Dealer Registration Form.





Summer/Fall Outreach Events Across the State

It was a busy summer and fall for the Department of Consumer Affairs/Bureau of Automotive Repair (DCA/BAR) outreach staff, who were on a continuous special event and fair circuit through September and are scheduled to attend more events in October and November.

DCA Director Charlene Zettel addressed a group of Fresno business leaders at the Valley Clean Air Now (CAN) Business Expo and promoted the Breathe Easier



The car crush was a popular attraction at the California State Fair.

DCA Director Charlene Zettel speaks to business leaders at the CAN Business Expo.



Campaign at a live car crush in June. In addition, BAR staff from the South San Francisco office hosted a booth at the Kiwanis Car Show held at Sequoia High School in Redwood City.

Also in June, Southern California BAR staff distributed publications at the Los Angeles Police Department's Traffic Safety Fair in Woodland Hills and the Senior Fraud Fest in Laguna Woods.

For Independence Day, BAR headquarters and Sacramento field office staff participated in the City of Rancho Cordova's Fourth of July Celebration.

DCA/BAR staff also appeared at the following events in August and September:

- Strawberry Festival (Watsonville)
- 2006 California State Fair (Sacramento)—DCA and BAR co-sponsored a booth and a daily car crush was performed by a Consumer Assistance Program Vehicle Retirement vendor.
- Los Angeles County Fair

The outreach team was also scheduled to be at the Kern County and the Fresno County fairs, both in October, and will finish the year at the Goodguys Rod & Custom Association Autumn Get-Together in mid-November.

BAR Program Reps Well-Trained

During the July 10 Bureau Advisory Group (BAG) meeting in Sacramento, Ernie Rice, supervisor of BAR's Technical Training Branch, reported that Bureau of Automotive Repair (BAR) Program Representatives are well-trained.

The representatives, who work with automotive shop owners, managers, and technicians, as well as consumers, receive three categories of training: first year of service, periodic update/refreshers, and elective duty-specific.

"The first year [of] training is like boot camp," Rice said. Over the course of a year, new Program Representatives spend what amounts to more than 18 days in training to learn the skills they need to carry out their administrative duties. The training is given in the following areas:

- Program Representative training;
- regulatory investigative training;
- laws and regulation;
- report writing;

- computer skills; and
- interpersonal communication skills.

Every two years, Program Representatives receive refresher training in topics such as general engine performance and emissions, and monthly in-house CD/video-based automotive technology updates. Similarly, elective or duty-specific training covers automotive mechanical technology, fuel/ignition/emission control technology, and auto body technology.

"This training is designed to keep the program reps up to date on what's out there," Rice said. "They also participate in General Motors online training."

BAR's nearly 300 Program Representatives logged 10,120 student hours of training and completed 64 classes in 2005. Future training topics will include CAN systems, ICAR update, hybrid technologies, and evaporative system diagnosis and repair.





Who's Who *continued from cover*

NORTH REGION



Joel Bilotta
Bakersfield

Joel Bilotta has more than 21 years in the automotive industry. He says he was always fascinated by engine theory and operation, which led him to take auto shop in high school and led to an apprenticeship at an independent repair shop. Over the next 10 years, he was a technician at an automotive performance parts maker and a utility company. During that time, he earned ASE Master Technician Certification and BAR Smog, Lamp, and Brake licenses. In addition, he attended night classes and earned an A.S. in electronics and a general electronics certificate. He began his career with BAR in 1985 in the now-closed Pleasant Hill office, moved to the Bakersfield office in 1988, and then to Fresno in 1996 as part of the Smog Check Program. In 1999, he transferred back to Bakersfield to supervise the Consumer Protection Operation. As a hobby, he is completing restoration of a '48 Ford pickup and a rare vintage motorcycle.



Michael Bolten
Fresno

Michael Bolten has a total of 41 years experience in the automotive repair industry. He has factory training in Volkswagen, Porsche, Audi, Chevrolet, Ford, Dodge, Jaguar, Triumph, MG, and Fiat, and has been a general line mechanic, shop foreman, and service manager for a new car dealership, and has also owned his own shop. He has been certified as Master Technician by Automotive Service Excellence (ASE) and has held a smog license and brake and lamp licenses for 30 years. He has also been certified in auto body repairs by I-Car. Currently, he is in the process of being certified as a Master Structural Damage Analysis Professional by Chief Automotive Systems, Inc., Training Division. He began his career with BAR in the Bakersfield office 16 years ago, transferred to Fresno, and for the last six years has served as supervisor for Consumer Protection Operations.



Dave Hino
Richmond

Prior to coming to BAR in 1990, Dave Hino spent 26 years working in the automotive repair industry. He was an automotive technician in a Ford dealership for six years, and was in charge of the Vehicle Maintenance Department for the City of El Cerrito for another six years. He worked in a Volkswagen/Subaru dealership for 14 years as an Automotive Service Excellence (ASE) Master Certified Technician, as well as shop foreman, service advisor, and assistant service manager. Over the past nine years, he has been a supervisor in the now-closed Fairfield and Hayward offices, and, most currently, in the Richmond field office.

SOUTH REGION



Feliciano Sanchez
Culver City

Feliciano Sanchez, Supervisor of Consumer Protection Operations staff in the Culver City field office, has been in the automotive repair industry for more than 30 years. Like many others in the industry, he started in auto repair by helping his father work on the family cars. In junior high school, he took small gas engine courses and participated in go-cart and minibike competitions.

His formal training began in the automotive vocational program in high school and continued at Los Angeles Trade Technical College, where he completed his degree in Automotive Technology, and received his Master Automotive Technician Certification, and Smog, Brake, and Lamp licenses. His private sector automotive repair experience has included foreign and domestic vehicles, fleets, construction equipment, aerial equipment, and some machine shop work. He joined BAR in 1983 and became a supervisor in 1990. He was reassigned as Culver City field office supervisor in the 1995 reorganization after serving as a supervisor in the now-closed San Fernando Valley field office.

continued on page 8





Who's Who *continued from page 7*

NORTH REGION



Matt Loftus
Placentia

Matt Loftus has been in the automotive repair industry for more than 30 years. Twelve of those years have been spent in the BAR office serving Orange County, where he is now supervisor of Consumer

Protection Operations. He began his automotive career after completing a four-year automotive apprenticeship at the Regional Technical College in Cork, Ireland. He also obtained a Heavy Duty Mechanic Certificate of Proficiency in Alberta, Canada. For several years in California, he converted "Grey Market" vehicles such as Mercedes Benz, Porsche, Rolls Royce, and Jaguars to meet United States EPA and DOT specifications. He also worked for seven years with Fuji Heavy Industries, the manufacturer of Subaru Automobiles, as a Senior Development Technician at their Subaru Research and Design Center. He joined BAR in October of 1994 and became a supervisor in 2005. He was the recipient of a BAR Award of Excellence in 1999.



Robert Fugh
Riverside

Robert Fugh joined BAR in 1990, and was named Consumer Protection Supervisor in the Riverside field office in September 2005. He has approximately 21 years of automotive experience

working for an independent repair facility. He learned the "how-to" of automotive repair as an apprentice mechanic from his dad, who also worked at the same repair facility. Later in his automotive career, tune-up, driveability, carburation, fuel injection and emission repairs, and smog certification were his specialties. Prior to his BAR career, he held Inspector and Smog licenses, and ASE certifications in Engine Repair, Electrical, Heating and Air Conditioning, and Engine Performance.

See page 9 for Smog Check field office supervisor profiles.



The Bottom Line

Q2-2006 LICENSES & REGISTRATIONS

REGISTRATIONS & TYPES OF LICENSE						
	Registered Auto Repair Dealers	Licensed Test & Repair Stations	Licensed Test-Only Stations	Licensed Smog Check Technicians	Licensed Lamp & Brake Stations	Licensed Lamp & Brake Adjusters
April 2006	35,675	5,856	1,749	16,124	2,022	3,706
May 2006	35,870	5,811	1,766	16,334	2,014	3,776
June 2006	35,917	5,774	1,754	16,332	2,018	3,796



SMOG CHECK NEWS

The Who's Who of Smog Check Field Office Supervisors

SECOND IN A SERIES

Similar to general automotive repair supervisors, Smog Check supervisors direct Program Representatives, who are required to evaluate emission control failures and, using acceptable industry standards, determine the most cost-effective repair scenarios. In addition, they are expected to communicate with Smog Check station owners, managers, and technicians as well

as resolve technical and program-related questions using their knowledge of automotive mechanics and pollution control systems.

Our Smog Check supervisors featured in this issue are located in the Bakersfield, Fresno, and Richmond field offices in the north and Culver City, Placentia, and Riverside in the southern part of the State.

continued on page 10

Motorists Surprise Smog Check Team *continued from cover*

while those cars would pass the Smog Check, the minimal repairs being made would not prevent the vehicles from polluting the air before they were due for their next Smog Check.

"I didn't know what to do next, but I felt bad," said Phan.

Bednorz explained the Program's goals and urged Phan to explain to his customers the value of making more complete repairs and to give them the option of choosing whether they wanted to just pass the test, or if they wanted to help clean the air.

"We were assuming that the customers would not want to spend the money," said Sulakhe. "This is a poor area, and we thought people didn't care as long as they passed their Smog Check."

After listening to and working with Bednorz, the Rialto 76 staff had a meeting and decided to try presenting their customers with the option of making repairs that would actually fix the car, not just pass the test. With many Spanish-speaking customers, Phan and Salazar carefully coached Kathleen Salazar on how to present the technical repair information and to explain the benefits of the more complete repair option to the customers.

The customers' responses were very surprising—when given the option, literally all of them chose to make the more complete repairs and said they were concerned about cleaning the air.

"The people are okay with it. We were surprised because that is what we did not have before," said Enrique Salazar. "Now I see the report. We are right to not just pass, and I am proud I really fixed it."



BAR Representative John Bednorz, left, and Rialto 76 Chief Technician Enrique Salazar review a customer's Smog Check test results.

The team admitted that the change was in their behavior and their approach to the customers, rather than on the part of their customers, with whom they have good long-term relationships.

Before being contacted by Bednorz, they were also unaware of the benefits of achieving Gold Shield Program status. Now, they're excited and they're working toward that goal because Gold Shield status means they'll be able to offer their low-income customers help in making the more complete repairs they're already choosing.

Only Gold Shield stations can participate in BAR's Consumer Assistance Program (CAP), which offers up to \$500 in repair assistance to low-income motorists who qualify (See page 13, "We Get Questions..." on how to achieve Gold Shield status.). There's a benefit to the shop as well since currently the average repair at the Rialto 76 is \$95–\$100, and about 40 percent of their customers are required to go back to a Test-Only facility after their repairs are completed.

"A shop like mine in a low-income area can really help the customer base," said Sulakhe.



Who's Who *continued from page 9*

NORTH REGION



Jim Atkinson
Bakersfield

Jim Atkinson has been working in the automotive industry since the mid-1960s, and began his career with BAR in 1985. While attending an automotive technician school, he was also working at an independent

garage and at a new car dealership, where he was licensed by the State of Pennsylvania to do safety inspections. He served in the military until the early 1970s, after which he worked at a new car dealership. Over the years, he has performed general auto repair, specializing in tune-up, computer controls, air conditioning, and electrical service. He obtained his first Smog Inspection License in 1971 and has held an ASE Master Technician Certification for many years. He has current Brake, Lamp, and Smog Inspection licenses and has an Automotive Service Excellence (ASE) Advanced Engine Performance Certification. Atkinson is also certified to do air conditioning repairs and was certified by Ford to perform computer engine control repairs.



Bill Malone
Fresno

Bill Malone joined the U.S. Army in 1976, where he became a wheeled vehicle mechanic. While there, he was promoted to the rank of Sergeant E-5 and was appointed the company motor

sergeant until he left the service in 1979. After his military service was completed, he worked in several automotive repair facilities in Tulare County from 1979 through 1990.

In his last position in the private sector he served as the lead technician for seven years. During his private industry experience, he held BAR Smog, Lamp, and Brake licenses and became an ASE-certified technician, a certification he still holds. He joined BAR in 1990, and began his career in Fresno, and worked in the Merced and Visalia field offices until they were closed. He returned to the Fresno office and was named supervisor of Smog Check staff in 1999.



Greg Pearson
Richmond

Greg Pearson spent more than 14 years at a Ford/Lincoln-Mercury dealership in the San Francisco Bay Area, where he began as an apprentice in 1977. He worked his way up to journeyman technician,

specializing in emissions/driveability, service dispatcher, service writer, and then service manager. He was a Ford Certified Technician and an ASE Master Technician, and held BAR Smog, Lamp, and Brake licenses. He joined BAR in 1991 and was assigned to the Concord and Fairfield offices, and in 1998 was named supervisor and assigned to the Richmond field office.

SOUTH REGION



Bill Rawuka
Culver City

Bill Rawuka spent more than 10 years in the automotive industry before joining BAR in 1984. His private sector automotive background includes five years as an automotive machinist, two

years as a fleet mechanic, and three years as a general automotive repair and Smog technician. He currently holds an ASE Master Technician certificate and a Smog Technician license. He was appointed supervisor in the Culver City office in 2004.

continued on page 11

Surprise Luncheon Honors NGET Team

State and Consumer Services Agency Secretary Rosario Marin and Department of Consumer Affairs Director Charlene Zettel recently co-hosted a surprise luncheon to honor the team that successfully launched the Next Generation Electronic Transmission (NGET) Program.

More than 25 team members attended the luncheon held at Bureau of Automotive Repair (BAR) Headquarters. All received Certificates of Appreciation and hearty handshakes from both the Secretary and Director.

For the last 10 years, MCI was the provider for the electronic transmission program, which allows Smog Check stations to electronically send certificates to the Department of Motor Vehicles and other test data to BAR.

However, the state was required to re-bid the contract, and two years ago, SGS Telecom was awarded the contract. Since then, according to Mike Vanderlaan, BAR's Deputy Chief of Smog Check Engineering and Operations, the teams have been working to design the system so it could transition more than 140 million vehicle inspection records from MCI to the SGS Telecom system. He added



State and Consumer Services Agency Secretary Rosario Marin, center, and DCA Director Charlene Zettel honor the NGET Team.

that the 8,500 Smog Check stations conduct 45,000 inspections a day and the test analyzers in each shop have to refresh after every test.

"Our effort was to avoid a negative impact on the industry," he said at a recent Bureau Advisory Group meeting. "This was a huge undertaking and the next phases will continue to enhance the E.T. Program."

He added that the new system will be more flexible, decrease test time, and have greater accuracy.

Who's Who *continued from page 10*



Luke Longoria
Placentia

Luke Longoria is a 1982 graduate of the Phoenix Institute of Technology. He served for four years in the U.S. Air Force as an aircraft maintenance specialist followed by 13 years of

automotive experience in independent shops and new car dealerships in Phoenix, AZ and Fresno and Tustin. He was certified previously as a Toyota Master Technician and currently holds ASE Master Technician, ASE L1 Advanced Level Specialist certifications and is a licensed Smog Check Technician. His training includes a Basic and Advanced Clean Air Car course, 2005 Smog Check Update course, ODBII, and I-CAR Core Training. He began with BAR in 1995 in Downey/South El Monte, transferred to the Fullerton field office for one year, and then back to South El Monte. He was named supervisor of the Placentia Smog Check staff in August 2006.



Manny Quiroz
Riverside

Manny Quiroz began his automotive career at a Buick Dealership, where he worked for 15 years. He spent 10 of those years gaining extensive experience as a heavy line technician. Afterward, he

moved to service advisor and then to service manager. During his private sector career, he also held a Smog license for 12 years and completed numerous General Motors training center courses. He joined BAR in 1984 and was named supervisor of the Riverside field office in 1989.

Watch for more field office supervisor profiles in the next issue of the *Auto Repair and Smog Check News*.



A Tip of the CAP

The Department of Consumer Affairs/Bureau of Automotive Repairs' (DCA/BAR) Consumer Assistance Program (CAP) met and exceeded its goal to retire 15,000 high-polluting vehicles during fiscal year 2005–06. Under the CAP, motorists who qualify can receive up to \$500 in financial assistance to make emissions-related repairs if their vehicle fails its biennial Smog Check. If a motorist voluntarily chooses to retire a failing vehicle rather than repairing it, he or she is eligible to receive \$1,000. Here's an overview of CAP's results for Fiscal Year 2005–06:

- Retired 15,541 high-polluting vehicles, resulting in an annual estimated reduction of 731 tons of hydrocarbons (HC) and nitrogen oxides (NOx) from California's environment.
- Distributed nearly 5,000 Breathe Easier campaign posters to Smog Check stations and other state agencies and community-based organizations statewide.

- Certified 520 Gold Shield stations that offer CAP services statewide.

On the repair side, when all the invoices are received from participating stations, the CAP will have assisted in the repair of more than 36,000 high-polluting vehicles, resulting in an annual estimated reduction of 391.5 tons of hydrocarbons (HC) and nitrogen oxides (NOx) from California's environment.



SIP Update Featured at BAG Meeting

According to Cynthia Marvin, Assistant Division Chief of Planning and Technical Support at the California Air Resources Board (ARB), Smog Check is the biggest program California has to make clean air work, and there's a very good reason it's so important.

Marvin, spoke to members of the Bureau of Automotive Repair (BAR) Advisory Group (BAG) at their July 10 meeting in Sacramento. "We estimate that there are over 7,000 premature deaths each year due to unhealthy levels of smog and particles in the air across California. The level of pollutants we say is okay to breathe keeps going down based on new health studies," she said.

The U.S. Environmental Protection Agency (EPA) has a plan in place to combat these unhealthy conditions. Marvin explained that each state that has areas that don't meet clean air standards has to put together a State Implementation Plan (SIP) that states how they are going to meet the federal health requirements. That plan has to be submitted to and approved by the EPA. The SIP identifies the allowable vehicle emissions in future years for each area; local transportation plans must "conform" to these emissions budgets to receive federal funding.

The ability of each area to meet its SIP emission budgets depends on variables such as how many vehicles they have, how far they are driven, the age of the fleet, and whether the promised emission reduction strategies are fully implemented. As a result, scientists are required to continually monitor these factors and project the anticipated vehicle emissions into the future.

California promised, in its SIP for the year 2000, to implement a number of improvements to the Smog Check Program. These improvements have been made, Marvin said, with one exception—the low-pressure fuel evaporative test. This evaporative test needs to be implemented to support the conformity findings that are essential to secure over \$3 billion a year in federal transportation funds.

According to Marvin, other changes are planned for the future. State and local agencies are using more current data on vehicle emissions and—the Smog Check Program—to develop an entirely new SIP that will be compared to the baseline information used to design the original SIP, which was approved in 1994.

"So much has changed that it [the original emissions baseline] is now meaningless," Marvin explained. "For the new SIP, we'll start with current measurements and use them to establish a new benchmark."

We Get Questions...

By Alan Coppage



Q The number of cars I get to Smog has dropped. What happened?

A Legislative changes enacted in January of 2005 eliminated the requirement for Smog Check inspections for vehicles six model years old and newer when renewing their registrations and for vehicles four model years old and newer upon change of ownership. These changes reduced the number of vehicles that need Smog Checks, and therefore the number of vehicles licensed Smog Check stations see daily. Model years 1976 through 2000 are currently required to receive a Smog Check certification biennially upon registration renewal, and 1976 through 2002 model years are required to receive Smog Check certification upon change of ownership. The requirement for a Smog Check inspection for vehicles 1976 through the current model year remains for vehicles seeking initial registration in California.

Q How do I become a Gold Shield station?

A In order to qualify for Gold Shield certification, a station must have been in business for at least one calendar quarter, and stations applying for Gold Shield are subject to nine qualification criteria grouped into three categories:

First, Smog Check test and repair data must meet certain standards listed in Title 16 of the California Code of Regulations 3392, and an evaluation program is run at the end of every calendar quarter. During the evaluation period, stations must meet the following conditions:



- **Comparative Fail Rate:** Stations must meet their Comparative Failure Rate. Their initial test fail rate by model year must be comparable to the Test-Only industry average initial test fail rate by model year for non directed vehicles (Test-Only volunteers).
- **Minimum of 10 Successful Emission Repairs:** Stations must have completed at least 10 successful emission repairs within the qualification quarter. To be considered a successful emission repair, the vehicle must have failed tailpipe emissions at any station within 60 days of the repair, and the station must have repaired the vehicle and entered repair data into the analyzer. In addition, the vehicle must receive a Certificate of Compliance within 10 days of the repair.
- **Repair Performance:** Stations must rate within the top 75 percent of stations during a measurement of “how clean the repairs make the vehicle.” The repaired vehicle’s emissions are compared to the average passing emissions for the same type of car. A ratio is established, for example, 10 percent cleaner than average, 10 percent dirtier than average. All of the ratios are averaged (if the station has the required 10 repairs) and then all stations are ranked as performing the repairs that provide the cleanest vehicles to those repairs that produce the dirtiest.

Stations must also have a clean enforcement record, no citations within the past year, no administrative disciplinary actions, criminal convictions or civil judgements within the past three years. The civil judgements counted are only those related to automotive repair.

Finally, stations must pass a BAR-administered Quality Assurance (QA) inspection given at the time the station applies for Gold Shield status. This is a more rigorous inspection than the usual QA and includes a hands-on test with the technician to test knowledge and abilities.



DISCIPLINARY ACTIONS Southern Region

March 2006

Econo Test Only, Hawthorne

Sonny Ho, Owner

Order: ARD Registration is permanently invalidated. Smog Check Test Only Station License, Smog Check Test and Repair Station License and Advanced Emission Specialist Technician License are revoked. Pay BAR \$5,698.29. (03/02/2006)

Raul Garcia, Corona

Technician

Order: Advanced Emission Specialist Technician License is revoked. Pay BAR \$2,700.00. (03/08/2006)

Glendora Smog Test Only Center, Glendora

Tanos Alfred Nalbandian, Owner

Order: ARD Registration is revoked. Smog Check Test Only Station License and Advanced Emission Specialist Technician License are revoked. Pay BAR \$7,783.27. (03/02/2006)

National City Smog Brake & Light Casanova Corp., National City

Joaquin Edmundo Casanova, President

Order: ARD Registration, Smog Check Station License and Advanced Emission Specialist Technician License are revoked. (03/02/2006)

April 2006

SGA Auto Repair II, Hesperia

Sergio Guevara, Owner

Order: ARD is permanently invalidated. Smog Check Station License and Advanced Emissions Specialist Technician License are revoked. Pay BAR \$2,688.00. (04/03/2006)

S&J Test Only, Los Angeles

Angel Rodriguez, Owner

Order: ARD Registration is permanently invalidated. Smog Check Test Only Station License and Advanced Emission Specialist Technician License are revoked. (04/17/2006)

May 2006

Lexus of Cerritos, Long Beach

Jerry Lee Haurer, President

Order: ARD Registration is permanently invalidated, stayed and placed on probation for three (3) years. Smog Check Station License is revoked, stayed and placed on probation for three (3) years and suspended for thirty (30) days. Report to BAR. Pay BAR \$4,000.00.

Ricky Isamu Nakamura, Gardena

Technician

Order: Advanced Emission Specialist Technician License is revoked. (05/15/2006)

May 2006 (continued)

Certified Auto Care Sales, Inc., Upland

Saleem Alkatime, Owner

Order: Smog Check Station License and Advanced Emission Specialist Technician License are revoked. ARD Registration is permanently invalidated, stayed and placed on probation for three (3) years. Report to BAR. Pay BAR \$8,000.00. (05/12/2006)

All About Smog, San Bernardino

Bridgett Love, Owner

Order: ARD Registration is permanently invalidated and the Smog Check Station License is revoked.

Leo Zamora, Ontario

Technician

Order: Advanced Emission Specialist Technician License is revoked. (05/24/2006)

DISCIPLINARY ACTIONS Northern Region

March 2006

Quality Sound and Auto Repair, Oroville

Dena Lee Hubert, Owner

Order: ARD Registration is permanently invalidated. Smog Check Station License is revoked.

Joshua Dennis Wayne Summers, Oroville

Technician

Order: Basic Area Technician License is revoked.

Darrell Wayne Kloss, Oroville

Technician

Order: Basic Area Technician License is revoked. (03/02/2006)

Dow Lewis Motors, Inc., Yuba City

Larry Dow Lewis, President

Order: ARD Registration and Smog Check Station License is revoked, stayed and placed on probation for three years. Report to BAR. (03/16/2006)

Amigo Auto Parts, San Pablo

Ryan Keith Slade, Owner

Order: ARD Registration and Smog Check Station License are revoked. (03/16/2006)

March 2006 (continued)

Smog N Tune, Fresno

Juan Pedraza, Owner

Order: ARD Registration, Smog Check Station License and Advanced Emission Specialist Technician license are revoked. (03/28/2006)

April 2006

Mohammed Hussain, Vallejo

Technician

Order: Advanced Emission Specialist Technician License is revoked. Pay BAR \$11,646.12. (04/17/2006)

May 2006

A1 Fleet Care Inc., Hayward

Bruce Bousson, President

Order: Smog Check Station License is revoked. ARD Registration is permanently invalidated, stayed and placed on probation for three (3) years. Report to BAR. Pay BAR \$5,000.00. (05/08/2006)

May 2006 (continued)

Steven Lawrence Beeby, Roseville

Technician

Order: Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for three (3) years and suspended for fifteen (15) days. Report to BAR. Complete training. (05/08/2006)

Greg Scott Sullivan, Mountain View

Technician

Order: Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for three (3) years and suspended for five (5) days. Report to BAR. Complete training. (05/12/2006)

Dhirendra Prasad Maharaj, East Palo Alto

Technician

Order: Advanced Emission Specialist Technician License is revoked, stayed and placed on probation for three (3) years and suspended for five (5) days. Report to BAR. Complete training. (05/12/2006)

SMOG CHECK CITATIONS

JULY 2006

Name	Address	City	Zip	Level	ARD No.	Citation No.	\$ Amnt
ECONOMY AUTO CARE	6052 SANTA MONICA BL	LOS ANGELE	90038	1	AF 140425	C-04-0515	\$500
ALL CITY AUTOMOTIVE 2	1910 MAIN ST	ESCALON	95320	1	AK 224392	C-05-0343	\$500
UNIVERSAL A/C & AUTO REPA	11003 MOORPARK STREE	NORTH HOLL	91602	2	AG 228753	C-06-0250	\$1,000
AUTO CHEK CENTERS INC	2909 N SEPULVEDA BLV	MANHATTAN	90266	2	AH 148821	C-06-0683	\$1,000
SIMPLY THE BEST SMOG TEST	11232 VANOWEN ST #10	NORTH HOLL	91605	3	AE 227979	C-06-0689	\$2,000
INSTA TUNE & LUBE	800 EAST BROADWAY	GLENDALE	91205	1	AC 188040	C-06-0700	\$500
DAN SKAGGS AUTO CARE CENT	1814 HWY 99	GRIDLEY	95948	2	AC 152755	C-06-0704	\$1,000
SMOG ZONE	1917 EL CAMINO AVE	SACRAMENTO	95815	2	AF 240097	C-06-0710	\$1,000
SPEEDEE OIL CHANGE & TUNE	12021 SUMMER RIDGE R	AUBURN	95603	1	AD 172256	C-06-0733	\$500
PONDEROSA AUTO EXPRESS	2981 ALHAMBRA DRIVE	CAMERON PA	95682	1	AE 222027	C-06-0743	\$500
GARDEN HIGHWAY AUTO CLINI	609 GARDEN HWY	YUBA CITY	95993	1	AE 205325	C-06-0758	\$1,000
SMOG BUSTERS	32525 YUCAIPA BLVD	YUCAIPA	92399	1	AJ 229929	C-06-0763	\$500
AVOS SMOG & TEST ONLY	1519 1/2 SAN GABRIEL	SAN GABRIE	91776	1	AE 221786	C-06-0769	\$500
BEST TRANSMISSION & SMOG	11709 COLIMA RD	WHITTIER	90604	3	AK 236017	C-06-0773	\$2,000
IN & OUT SMOG	33047 CALLE AVIADOR	SAN JUAN C	92675	2	AJ 223632	C-06-0775	\$1,000
FOOTHILL SMOG	17494 FOOTHILL BLVD	FONTANA	92335	2	AC 198507	C-06-0787	\$1,000
BUDGET TEST ONLY	1800 W BURBANK #102	BURBANK	91506	1	AL 213731	C-06-0789	\$500
S & S SMOG	15715 SATICOY STREET	VAN NUYS	91406	1	AM 237088	C-06-0791	\$500
SMOG WORLD	401 MONTEREY PASS RO	MONTEREY P	91754	1	AF 216600	C-06-0793	\$500
EXPRESS GAS & TEST ONLY S	1098 SOUTH FIRST STR	SAN JOSE	95110	1	AM 208912	C-06-0799	\$500
ACCURATE TUNE & BRAKES	1170 E SANTA CLARA S	SAN JOSE	95116	1	AJ 241381	C-06-0801	\$500
SMOG 4 LESS TEST ONLY CEN	129 TURNBULL CANYON	LA PUENTE	91745	1	AE 239355	C-06-0803	\$500
THOUSAND OAKS SMOG TEST O	1934 E THOUSAND OAKS	THOUSAND O	91362	1	AC 220848	C-06-0805	\$500
SEE ME SMOG TEST CENTER	2383 SYCAMORE DR	SIMI VALLE	93065	1	AK 235917	C-06-0810	\$500

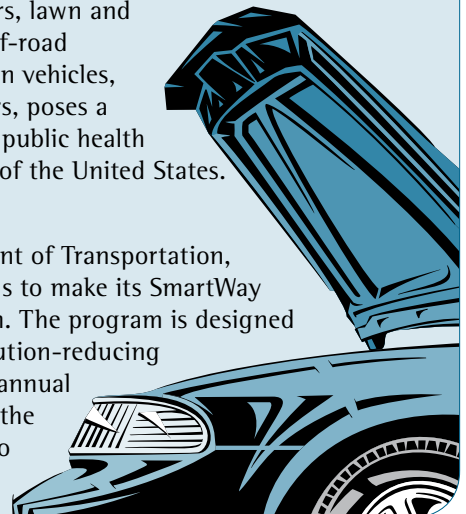
Under the Hood

SHORT STORIES AND BREAKING NEWS FROM AROUND THE STATE

The Air Resources Board (ARB) has settled two cases with Amrep, Inc., for a total of \$318,622 for selling automotive-related consumer products that violated State air quality standards. From 2003 to 2005, Amrep manufactured and sold or offered for sale STP Throttle Body and Intake Cleaner, which exceeded the State volatile organic compound (VOC) standard and resulted in 12.6 tons of excess emissions, according to ARB. In a self-audit, Amrep also found that it violated State standards for other products including STP Silicone Spray, STP Carb Cleaner, tire sealants, and four formulations of rubber and vinyl protectants.

The U.S. Environmental Protection Agency (EPA) and the U.S. Customs and Border Protection have seized and prevented the import of over 11,000 pieces of illegal gasoline and diesel-powered vehicles and equipment in the past nine months. The EPA has also assessed more than \$798,000 in civil penalties against the importers, in addition to U.S. Customs penalties and storage fees. The substandard equipment, which includes tractors, lawn and garden equipment, off-road motorcycles, all-terrain vehicles, and electric generators, poses a significant risk to the public health and the environment of the United States.

The U.S. Environmental Protection Agency has partnered with the U.S. Department of Transportation, Oregon's Departments of Transportation and Energy, and Cascade Sierra Solutions to make its SmartWay upgrade kits available for long-haul trucks in California, Oregon, and Washington. The program is designed to upgrade 400 trucks traveling along the I-5 Corridor with fuel-saving and pollution-reducing technologies. It is estimated that, under the program, there will be a nationwide annual fuel savings of 3.3 to 6.6 billion gallons of diesel fuel by 2012. The result will be the elimination of up to 66 million metric tons of carbon dioxide emissions, and up to 200,000 tons of nitrogen oxide emissions from the air.





BAR Field Office Phone Numbers

Bakersfield	(661) 335-7400
Culver City	(310) 410-0024
Fresno	(559) 445-5015
Oceanside/San Diego	(760) 439-0942
Placentia	(714) 961-7940
Richmond	(510) 243-9410
Riverside	(951) 782-4250
Sacramento	(916) 255-4200
South San Francisco	(650) 827-2074
San Jose	(408) 277-1860
South El Monte	(626) 575-6934
Valencia	(661) 702-6600

BAR Executive Staff

Sherry Mehl
Chief

Dennis Kenneally
Assistant Chief

Mike Vanderlaan
Deputy Chief
Smog Check, Engineering & Operations

Other Helpful Numbers

BAR Licensing	(916) 255-3145
CAP	(866) 272-9642
DCA Consumer Information Center	(800) 952-5210
ET Help Desk	(866) 860-8509
Industry Ombudsman	(916) 255-2893
Parts Locator Service	(800) 826-3566
Referee Scheduling Center	(800) 622-7733
SGS Testcom	(866) 966-7664

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Field Operations & Enforcement

Sylvia Ramos
Deputy Chief
Consumer Assistance, Licensing, and
Administrative Support



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